

## 2013-2014 annual report



Restoring Health,  
Rebuilding Life,  
Renewing Hope.

Comfort. Care. Hope.



# message from the Chair & CEO

Hotel Dieu Shaver Health and Rehabilitation Centre is so much more than a hospital. Our team is driven by a mission to restore health, rebuild life and renew hope by providing the best care possible. With passionate and dedicated staff, combined with community support through our Foundation, Auxiliary, Local Health and Integration Network, and all of our community partners, Hotel Dieu Shaver is built on the inspiration of the patients we serve.

The clinical, financial and structural work that has been invested in Hotel Dieu Shaver over the past nine years has been instrumental in positioning the hospital to be an innovative leader in health care in Niagara.

The core of our organization is our compassionate health care teams that are with our patients throughout their journey. A patient's journey, much like a seedling, is full of obstacles and transformation. The support and encouragement that patients receive throughout their time at Hotel Dieu Shaver is life-changing. The total care experience that we've designed for our patients meets their medical, spiritual and emotional needs and renews their confidence and hopefulness.

Keeping our Mission and Values top of mind, health care professionals and support staff ensure our patients are given the best chance possible to reach their goals. Our efforts this year were acknowledged by the National Research Corporation of Canada and the Ontario Health Association as we were named Top Performer for patient ratings in Overall Satisfaction for Inpatient Rehabilitation among 30 hospitals. We were also in the 90th percentile for patient ratings for 'Would you Recommend' for Inpatient Rehabilitation. As we continue to receive survey results, we remain ranked high amongst our patients and peer hospitals.

Hotel Dieu Shaver was also presented with Silver in the Quality Healthcare Workplace Award by the Ontario Hospital Association and HealthForceOntario. The award was based on healthy and inspiring work environments, continued efforts to improve quality, reduce costs, and patient care excellence.

Most recently, Hotel Dieu Shaver qualified as a Bronze hospital in the Green Hospital Scorecard. The Scorecard marked the introduction of a new tool for hospitals to benchmark their environment performance against our Ontario peers.

Our programs and services continue to expand and change with health care needs in Niagara. With our new Steve Ludzik Centre for Parkinson's Rehab well underway, 28 patients have successfully graduated and have drastically improved their quality of life. With the help of former NHL player, Steve Ludzik, MP for St. Catharines, Rick Dykstra and United Way of St. Catharines and District, the Parkinson's Rehab Centre will continue to be funded through their tireless fundraising endeavors.



We have also been successful in achieving the Ministry of Health and Assistive Devices Program designation of Expanded Level Augmentative and Alternative Communication (AAC) Clinic. Designation under such an esteemed title permits augmentative communication clients who graduate from Niagara Children's Centre at the age of 18, the opportunity to continue to receive service at Hotel Dieu Shaver. Additionally, adults with acquired conditions, such as Amyotrophic Lateral Sclerosis (ALS), Aphasia and congenital conditions, such as Cerebral Palsy, will have access to a local augmentative communication service, now that the Clinic is designated. We are incredibly proud of this accomplishment.

## Striving For Excellence

Awards, recognitions and continuous service expansions are all testimonies to our ongoing objective to be a Centre for Excellence in Niagara. With much to celebrate this past year, our greatest accomplishment was being awarded Accreditation with Exemplary Standing by Accreditation Canada. Hotel Dieu Shaver underwent a rigorous evaluation process during which Accreditation Canada assessed the hospital's leadership, governance, clinical programs and services against Accreditation Canada requirements for quality and safety. The Accreditation Decision Committee was very impressed with our dedication on several different levels. This four-year award is a significant achievement for Hotel Dieu Shaver that highlights a hospital-wide commitment for ongoing quality improvement and continuous high-quality patient care.

As we enter 2014-2015, the demand for our expertise and programs in Niagara increases. An aging population, increased complexity of patients, increased public expectation and availability of resources, lend to the factors that drive this demand. We are extremely proud of all that we have accomplished this year, but there is still much work to do.

Thank you for following us on our journey in becoming more influential in restoring health, rebuilding life and renewing hope.

Dr. Ron McTavish  
Board Chair

Jane Rufrano  
CEO/CFO

# meet our patients

## rebuilding life



It has been nine months since Helena had been home, and her husband Ed and daughter Nadia have not left her side. In 2007, Helena was admitted to St. Michael's Hospital for surgery on her leg. A prognosis of poor circulation meant that amputation was the only option. Unfortunately, the doctors realized that amputation was necessary on both legs and another surgery was scheduled. After seven years, ten surgeries, and four different hospitals, Helena is now a double amputee.

Married for 44 years, Helena and Ed's love story is good enough to be a book. Ed had been stationed in Germany only miles from where Helena grew up in Poland. It wasn't until Ed came home and Helena moved to Canada, that they met. Ed proposed to Helena on her birthday and they married on Ed's birthday. "The secret to a good marriage is compromise," laughs Ed. "Compromise and love."

Throughout Helena's long journey to recovery, she had been admitted into Hotel Dieu Shaver four times. Nursing and therapy staff would recognize Helena, Ed and Nadia each time they returned. "The staff are so warm and encouraging and knew exactly what to do and say each time to make my recovery as bearable as possible," Helena recalls. "It's remarkable that such an amazing organization is so close to home. It's a hidden gem."

Helena appreciated that she could go to the hospital chapel every Sunday. Ed would take her dressed in his Sunday's finest.

As Helena continues to recall her journey, it was the small things that she missed while being away from home. She looked forward to cooking, visiting with friends and being home with her daughter. Helena loved to dance. One of her biggest disappointments was not being a candidate for prosthetics. She desperately wanted to go home and dance with Ed.

In preparing for Helena's return home, Ed had done major renovations on their Thorold home to accommodate Helena's electric wheelchair. He installed several ramps and widened the doors to make their home more easily accessible. "She makes our house a home - I can't imagine being without her."

On the day of Helena's discharge, staff, family, and patients crowded her room. During her stay she had made many friends. "My healing journey could not have been done without the entire team - family, nurses, therapist and pastoral care - I will never forget them."

“The staff are remarkable!”  
~Helena



“Thank you so much for the high standard and great care provided.”  
~Diane and Stephanie



# meet our patients

## renewing hope

Sharlene Hendriks has been watercolour painting since 1970. She would often paint throughout the night while her husband worked shift work. Her passion for painting grew and eventually Sharlene started teaching out of her Vineland home.

On a morning like many others, Sharlene was watercolour painting in her home when her paint brush flew to the side. She knew she was having a stroke. The former Registered Nurse knew what to do next - take an aspirin, open the door for the ambulance, and call 911. Sharlene took her aspirin and opened her door. She grabbed for the phone, but the stroke made her so weak and tired, she went to bed and fell asleep. The ambulance was called hours later when she awoke.

Knowing she had missed precious time in getting treated, Sharlene was angry with herself. Sharlene was admitted into the St. Catharines General Hospital and then moved to Greater Niagara General Hospital for a week and a half before coming to Hotel Dieu Shaver Health and Rehabilitation Centre in October 2013.

With her dominant right hand weakened by the stroke, Sharlene continuously waited for her hand to heal before trying to paint again. "Michelle, my social worker, encouraged painting as therapy, and gave me the courage to try with my left hand," explains Sharlene.

Sharlene calls watercolour painting a "gentle medium" for expressing oneself. Using her left hand was difficult as she wasn't accustomed to putting pressure on paper for writing. But watercolour doesn't need pressure. "It's great for the spirit, body and soul," she says. "Painting is an escape, no matter what anyone's problems may be."

Sharlene was discharged on December 20, 2013—just in time for Christmas. Her discharge date had been pushed three times, but Sharlene is thankful to the doctors and nurses who ensured she was sent home only when her body was ready. "I'm so grateful to have worked with staff that have the education and understanding of each patient's ability. The staff at Hotel Dieu Shaver are all so professional and caring. They are always there to give you a thumbs up."

While she does miss the other patients, the staff, and the "thumbs up" encouragement, she is very independent at home. She receives home care visits every morning and three of her five children live close by. She attends outpatient therapy at Hotel Dieu Shaver twice a week where therapists help her focus on walking and using her right hand for grasping and releasing items. Sharlene has returned to teaching in her home.

"If it wasn't for the staff at Hotel Dieu Shaver, patients wouldn't have the courage to try. Staff know when to push, and when to give encouragement. This place has given so many people hope."



“Thank you for being so encouraging.”  
~Sharlene

It is obvious that the staff are dedicated to  
the services you provide.”  
~Don

# 2013/2014 financial results at March 31, 2014

## Financials

Total Assets	\$20,682,374
Current Assets	\$ 5,695,615
Long Term Assets	\$ 5,888,907
Capital Assets	\$ 9,097,852
Total Liabilities and Equity	\$20,682,374
Current Liabilities	\$ 5,945,636
Employer Future Benefits	\$ 1,893,500
Deferred Contributions	\$12,898,808
Net Assets	(\$55,570)

Total Revenues	\$31,462,866
LHIN Total Revenues	\$27,523,708
Other Revenues	\$ 3,939,158
Total Expenses	\$31,537,912
Salaries & Wages	\$19,874,774
Employee Benefits	\$ 5,696,858
Supplies	\$ 5,966,280
Surplus (Deficit) before Building Depreciation	(\$75,046)

## Stats

Number of Beds	134
Number of Employees	430
Number of Medical Staff	38



## In-Patient Programs

- Active rehab
- Restorative Rehab
- End of Life/Palliative Care
- Medically Complex Care

## Regional Out-Patient Programs

- Audiology and Hearing Aid Dispensary
- Stroke/Neurology Rehab
- Orthopedic/Amputee Rehab
- Parkinson's Rehab
- Augmentative and Alternative Communication
- Speech Language Pathology
- Falls Prevention Program
- South Niagara Wellness Centre Ambulatory Rehab (Satellite Clinic)
- Hand Therapy Program

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